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**MEMORANDUM OF AGREEMENT  
BETWEEN THE UNITED STATES OF AMERICA AND  
THE CITY OF HAZLETON AND THE HAZLETON POLICE DEPARTMENT  
COMPLAINT # 171-63-21**

**I. BACKGROUND**

**A. Complaint.** This matter was commenced by an administrative complaint filed under Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000d et seq., and its implementing regulation (Title VI), with the United States Department of Justice (DOJ or Department) against the Hazleton, PA Police Department (HPD). The complaint alleged that the HPD failed to provide language assistance to a limited English proficient (LEP) person and that HPD does not have appropriate policies and procedures for providing meaningful access to their services for LEP persons.

**B. Jurisdiction.** The United States determined that it had jurisdiction to respond to the complaint under Title VI, since HPD receives federal financial assistance from DOJ. Title VI and its implementing regulation, which is codified at 28 C.F.R. Part 42, Subpart C, prohibit discrimination based on race, color, and national origin in DOJ funded programs or activities and provide jurisdiction for DOJ to investigate HPD and, where appropriate, negotiate and secure voluntary compliance. Furthermore, if the Department determines that HPD is not in compliance with its obligations under applicable federal civil rights laws, the Department has a range of tools available that it may use to compel compliance.

**C. Investigation.** The United States, through DOJ, initiated an investigation of HPD, acting upon its authority under 28 C.F.R. Part 42, Subpart C to, among other things, investigate complaints alleging violations of Title VI against recipients of federal financial assistance from DOJ.

**D. Technical Assistance.** DOJ has provided technical assistance to HPD as it worked to develop and adopt a written Language Access Policy to help HPD comply with current applicable law. HPD, DOJ, the City of Hazleton (City), (collectively, the Parties), and complainant’s counsel worked cooperatively thereafter to conduct an interpreter-assisted community outreach meeting to gather feedback on the draft of the Language Access Policy.

**E. Settlement.** In order to avoid the burdens and expenses of further investigation and potential enforcement action, the Parties hereby agree as follows:

38 **II. REQUIREMENTS**

39 **A. General Policy.** The Parties agree that this Memorandum of Agreement  
40 (Agreement) and the Language Access Policy are intended to aid the HPD in achieving  
41 its mission, support public and officer safety, enable community policing strategies, and  
42 enhance compliance with Title VI of the Civil Rights Act of 1964 and the Omnibus  
43 Crime Control and Safe Streets Act of 1968. HPD agrees to comply with Title VI, that it  
44 will not discriminate against individuals based on their limited-English proficiency, and  
45 that it must take reasonable steps to ensure meaningful access to all individuals it  
46 encounters who are LEP at no cost to them. The City will ensure that HPD complies with  
47 this Agreement.

48  
49 **B. Standard Operating Procedures/Language Access Policy.** The Parties have  
50 negotiated and agreed to the Standard Operating Procedures regarding Language Access  
51 Policy (SOP), attached as Appendix A. Within ten days, the Chief of Police shall sign,  
52 issue, and make effective the SOP, which shall remain in effect during this Agreement  
53 unless amended by agreement of the Parties. Thereafter, HPD shall implement all  
54 requirements of the SOP.

55  
56 **C. LEP Coordinator.** HPD has designated the Chief of Police as its LEP  
57 Coordinator, who is responsible for implementing and coordinating all aspects of HPD  
58 services to LEP individuals. The Chief may designate another Employee as the LEP  
59 Coordinator with notice to DOJ and posting public notice as specified in paragraph II.E.4  
60 below.

61  
62 **D. Training.**

63 1. The City and HPD shall conduct mandatory, in-person or remote language  
64 access training of at least 75-minute duration on the SOP requirements as well as  
65 general law enforcement language access principles. HPD has accepted DOJ's  
66 offer to provide trainers for this purpose at a suitable venue(s) to be provided by  
67 HPD, provided that any venue will protect the health and safety of the trainers and  
68 employees. DOJ understands that up to three training sessions may be required to  
69 cover all Employees if conducted in-person. If conducted remotely, DOJ shall  
70 devise additional specifications to ensure active engagement of attendees, restrict  
71 recording, and otherwise. DOJ agrees to provide the trainers and lesson plan at no  
72 cost to the City or HPD. HPD shall ensure that within 120 days all HPD  
73 Employees<sup>1</sup> complete the training.

74 2. HPD shall provide training covering the same topics to all individuals who

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<sup>1</sup> In accordance with the SOP, "Employees" includes Hazleton Police Department sworn officers, civilian employees, and other persons authorized by the Hazleton Police Department to provide services or assistance, including contractors and volunteers.

75 become Employees after the DOJ-assisted trainings conclude, as part of the initial  
76 Field Training Officer (FTO) Program for all sworn officers and initial training  
77 provided to all civilian employees.

78 3. HPD shall provide to all Employees annual refresher trainings on the SOP  
79 and related topics designed to ensure compliance with the SOP, with the initial  
80 refresher trainings to be completed during calendar year 2021.

81 4. HPD shall maintain records of attendance, subject matter, and duration for  
82 all trainings conducted under this section II.D.

83  
84 **E. Notice and Signage.**

85 1. SOP. HPD shall conspicuously post and thereafter maintain: a hard copy  
86 of the SOP in the City Hall police reception area immediately upon its issuance,  
87 an electronic version on its webpage within two days, and a Spanish translation in  
88 both locations within ten days.

89 2. Language assistance notice. Within two days, HPD shall post and  
90 maintain signage in the police reception area, in Spanish and English, stating that  
91 interpreters or bilingual employees are available free of charge to LEP  
92 individuals.

93 3. Complaints. Within two days, HPD shall post and maintain the procedure  
94 to file a complaint against the Hazleton City Police in the police reception area in  
95 English and Spanish.

96 4. LEP Coordinator. Within two days, HPD shall post and maintain in the  
97 police reception area notice of the name and contact information for the LEP  
98 Coordinator.

99  
100 **F. Recruitment and Hiring.** HPD has taken steps to increase the recruitment and  
101 hiring of individuals who may qualify for designation as Bilingual Officers. The Parties  
102 agree that continued efforts to increase the number of Bilingual Officers and Employees  
103 will help to improve public and officer safety, response time, and efficiency, and will  
104 enhance community policing.

105 1. HPD shall continue to conduct outreach and post openings in locations  
106 and with organizations that will provide notice to potential bilingual applicants.

107 2. Within two months, HPD shall report to DOJ the testing standards adopted  
108 to qualify as Bilingual Employees or Officers, Authorized Interpreters, and  
109 Translators pursuant to SOP part VIII.B.1, proceed with assessments, and provide  
110 copies of the test results to DOJ for then-existing Employees. Thereafter, HPD  
111 will provide to DOJ copies of test results for any other language tests taken by  
112 Employees.

113  
114 **G. Certification.** During this Agreement, the City and HPD shall provide to DOJ

115 written certifications which document that each of the requirements of this Agreement  
116 and the SOP have been completed in a timely manner. Each certification shall specify  
117 the date on which each item has been completed, an explanation for any item not  
118 completed, and an update concerning any item that was previously reported as not  
119 completed. The certifications shall include the items listed in the attached Appendix B.  
120

121 **H. Reporting.**

122 1. Complaints. HPD shall provide to DOJ copies of any complaints it  
123 receives that relate to the SOP or this Agreement.

124 2. HPD shall provide to DOJ copies of the data reviewed and any resulting  
125 analysis performed in connection with the semi-annual and annual reviews  
126 conducted pursuant to SOP parts VI.C and D and IX.A.1.

127 3. Staffing. At the time of each certification set forth in Paragraph G, HPD  
128 shall report to DOJ the current number of: Employees; Bilingual Employees;  
129 sworn officers; Bilingual Officers; translators; and HPD Authorized Interpreters  
130 as defined by the SOP.  
131

132 **I.** DOJ shall provide technical assistance to HPD and the City, when reasonably  
133 requested and as resources allow, concerning implementation of the SOP, including any  
134 problems encountered and recommendations for further improvements.  
135

136  
137 **III. GENERAL PROVISIONS**

138  
139 **A.** The Effective Date of this Agreement is the date of the last signature below. All  
140 deadlines in this Agreement will be calculated from the Effective Date.  
141

142 **B.** This Agreement will terminate thirteen months after the Effective Date, provided,  
143 however, that the City and HPD have certified completion of all requirements referred to  
144 in paragraphs II.G and H above at least thirty days prior to termination.  
145

146 **C.** The Complainant and the City and HPD shall enter into a separate General  
147 Release and Settlement Agreement.  
148

149 **D.** DOJ hereby acknowledges and agrees that this Agreement is being executed as a  
150 compromise of potential claims and legal actions and that it is not, and shall not be  
151 construed as, an admission, concession or evidence of liability or wrongdoing of any  
152 nature or description whatsoever on the part of the City or HPD all liability being  
153 expressly denied.  
154

155 **E.** This Agreement shall be applicable to, and binding upon, the parties, their

156 officers, agents, employees, assigns, and successors in office.

157  
158 **F.** This document is a public document. The Parties will provide a copy to any  
159 person upon request.

160  
161 **G.** This Agreement constitutes the entire agreement between the parties on the  
162 matters raised in the complaint, and no other statement or promise, either written or oral,  
163 made by either party or agents of either party regarding the matters raised herein that is  
164 not contained or referred to in this Agreement is enforceable. The Agreement may be  
165 amended only in writing.

166 **H.** Nothing in this Agreement is intended to relieve HPD of its general obligation to  
167 comply with Title VI and other applicable non-discrimination statutes and their  
168 implementing regulations. It does not apply to any other issues, investigations, reviews,  
169 or complaints of discrimination unrelated to the complaint that may be pending before  
170 DOJ, any other federal agency, or court. DOJ may review other complaints it receives  
171 against HPD that concern the laws, regulations, issues, and subject matter covered by this  
172 Agreement. Nothing in this Agreement may be construed to limit or restrict DOJ's  
173 statutory and regulatory authority to conduct complaint investigations or compliance  
174 reviews.


175  
176 **I.** Failure by DOJ to enforce this entire Agreement or any provision thereof with  
177 regard to any deadline or any other provision herein may not be construed as a waiver of  
178 DOJ's right to enforce other deadlines and provisions of this Agreement.

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181 **For the Hazleton Police Department:**

181 **For the United States:**

182  
183  
184  
185 By:   
186 BRIAN SCHOONMAKER  
187 Acting Chief of Police

185 By:   
186 CHRISTINE STONEMAN, Principal  
187 Deputy Chief, performing the duties as  
188 Chief

189  
190 Hazleton Police Department  
191 40 N. Church Street  
192 Hazleton, PA 18201

189  
190 ANNA MEDINA, Acting Deputy Chief

191 PAUL M. UYEHARA, Senior Attorney  
192 U.S. Department of Justice  
193 Civil Rights Division  
194 Federal Coordination & Compliance Section  
195 950 Pennsylvania Avenue, NW  
196 Washington, DC 20530-0001

197 Dated: 5/21/2021

198 **For the City of Hazleton:**

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By: 

JEFFREY CUSATI

Mayor

40 N. Church Street

Hazleton, PA 18201

Dated: 5/21/2021

MICHAEL J. BUTLER

Assistant U.S. Attorney

United States Attorney's Office

Middle District of Pennsylvania


228 Walnut Street, Suite 220

Harrisburg, PA 17108

Dated: 5/27/2021

**APPENDIX A**

**STANDARD OPERATING PROCEDURES RE:  
LANGUAGE ACCESS POLICY**

<b>HAZLETON POLICE DEPARTMENT</b>			
<b>STANDARD OPERATING PROCEDURES</b>			
<b>VOLUME: 1</b>	<b>CHAPTER: 1</b>		<b># OF PAGES: 10</b>
<b>SUBJECT: Language Access Policy</b>			
<b>BY THE ORDER OF:</b>		<b>ACCREDITATION STANDARDS:</b>	
<b>CHIEF OF POLICE</b>			
<b>Effective Date:</b>	<b>, 2021</b>	<b>SUPERSEDES ORDER #: All orders</b>	

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**I. Purpose**

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The purpose of this Standard Operating Procedure (SOP) is to establish effective guidelines for department personnel to follow when providing services to, or interacting with individuals who are Limited English Proficient (LEP). This SOP is intended to aid the department in achieving its mission, support public and officer safety, enable community policing strategies, and enhance compliance with Title VI of the Civil Rights Act of 1964 and the Omnibus Crime Control and Safe Streets Act of 1968.

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**II. Policy**

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The Hazleton Police Department policy is to take reasonable steps to provide timely, meaningful access for LEP persons to all Hazleton Police Department programs and activities. All Hazleton Police Department personnel must inform members of the public that language assistance services are available free of charge to LEP persons and that Hazleton Police Department will provide these services to them. All personnel must provide free, appropriate language assistance to LEP individuals whom they encounter or whenever an individual requests such services.

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**III. Definitions**

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A. Primary Language means the language in which an individual most effectively communicates, often the individual's native tongue.



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237 B. Limited English Proficiency designates individuals whose primary  
238 language is not English and who have a limited ability to read, write,  
239 speak, or understand English. LEP individuals may be competent in  
240 certain types of communication (e.g., speaking or understanding), but  
241 still LEP for other purposes (e.g., reading and writing). Similarly, LEP  
242 designations are context specific: an individual may possess sufficient  
243 English language skills to function in one setting, but these skills may  
244 be insufficient in other situations.

245

246 C. Exigent circumstances means circumstances requiring action before  
247 language assistance can reasonably be obtained, in order to protect  
248 life, prevent serious injury, or protect substantial property interests; to  
249 apprehend or identify a fleeing suspect; or to prevent the hiding,  
250 destruction, or alteration of sensitive evidence.

251

252 D. Language Assistance includes authorized in-language service,  
253 interpreting, and translation.

254

255 E. In-language Service refers to monolingual communication in a language  
256 other than English between a Bilingual Employee and an LEP person.

257

258 F. Interpretation is the act of listening to a spoken communication in one  
259 language (source language) and orally converting it to another language  
260 (target language) while retaining the same meaning.

261

262 G. Translation is the replacement of written text from one language (source  
263 language) into an equivalent written text in another language (target  
264 language).

265

266 H. Employee includes Hazleton Police Department sworn officers, civilian  
267 employees, and other persons authorized by the Hazleton Police  
268 Department to provide services or assistance, including contractors and  
269 volunteers.

270

271 I. Bilingual Employee refers to employees with the demonstrated ability to  
272 use two languages proficiently according to standards adopted by the  
273 Hazleton Police Department. Bilingual Employees are authorized to  
274 provide In-language Services to LEP individuals but cannot interpret for  
275 others unless separately designated as an Authorized Interpreter.

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J. Bilingual Officers are sworn Bilingual Employees.

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K. Hazleton Police Department Authorized Interpreter (Hazleton Police Department AI) is a Hazleton Police Department Bilingual Employee who has been authorized to interpret for others in certain situations after meeting interpreter training and qualification standards adopted by the Hazleton Police Department.

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L. Assisting Law Enforcement Official Assisting Interpreter (Assisting Law Enforcement AI) is a Bilingual Employee of an assisting state, county, or local law enforcement agency authorized to interpret for Hazleton Police Department employees in certain situations after meeting interpreter training and qualification standards equivalent to those adopted by the Hazleton Police Department.

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#### **IV. Procedures for Accessing Interpretation Services**

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A. Authorized Language Assistance.

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1. No employee may provide in-language assistance, interpretation, or translation without express authorization from the Hazleton Police Department;

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2. No employee may utilize any language assistance services provided by another employee or non-employee unless authorized by this policy.

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B. Civilian Visits and Telephone Calls to Hazleton Police Department

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1. Employees must direct Spanish speaking LEP visitors to a Bilingual Officer (Spanish) if one is readily available. If one is not readily available or if the LEP visitor speaks a language other than Spanish, employees must communicate with the individual by accessing a telephone interpreter. Hazleton Police Department personnel encountering LEP individuals communicating in an undetermined language must attempt to identify the language using a language identification guide.

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2. Employees receiving a non-emergency telephone call from LEP individuals must transfer the call to a readily available Bilingual Employee or Hazleton Police Department Authorized Interpreter in the needed language. Otherwise, the employee must transfer the call to the Luzerne County Department of Emergency Services (LCDES) for

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317 telephone interpreter assistance.

318 3. If an employee does not answer a non-emergency call, the auto  
319 attendant advises LEP individuals to call 911 in English and  
320 Spanish. (LCDES will answer the 911 calls and connect with a  
321 telephone interpreter.)  
322

323 C. Officers on Patrol or Responding to Calls for Service

324 1. The Patrol Supervisor or Officer in Charge must review all incoming  
325 LCDES dispatches that indicate involvement of LEP persons.

326 a. If the identified primary language is Spanish and LCDES has not  
327 dispatched a Bilingual (Spanish) officer, the Patrol Supervisor or  
328 Officer in Charge must dispatch a Bilingual (Spanish) officer if one is  
329 readily available, in addition to or in lieu of the originally dispatched  
330 officer, based upon the urgency and nature of the call.

331 b. If a Bilingual Officer is not readily available or the primary language  
332 is other than Spanish, the Patrol Supervisor or Officer in Charge must  
333 respond to the scene.

334 2. Hazleton Police Department personnel encountering LEP individuals,  
335 including complainants, witnesses, or victims, must notify the Patrol  
336 Supervisor or Officer in Charge that LEP individuals are involved and  
337 the relevant language, and seek language assistance, in the following  
338 order of preference:

339 a. The Patrol Supervisor or Officer in Charge must dispatch a  
340 Bilingual Officer or Authorized Interpreter if one is readily available in the  
341 relevant language.  
342

343 b. Otherwise, the Patrol Supervisor or Officer in Charge must respond  
344 to the scene, assess the situation, and when appropriate request a  
345 telephone interpreter via cell phone.  
346

347 c. If neither the Patrol Supervisor nor the OIC is able to respond, the  
348 responding officer must access a telephone interpreter using any  
349 available means of communication.  
350

351 d. Exceptions and special restrictions.

352  
353 i. Exigent Circumstances. Hazleton Police Department personnel  
354 are expected to follow the general procedures outlined in this  
355 policy. However, exigent circumstances may require some

356 deviations. In such situations, a Patrol Supervisor or Officer in  
357 Charge may authorize Hazleton Police Department employees  
358 to use the most reliable, informal interpreter available, such as a  
359 family member, friend, or bystander, to obtain immediate  
360 pertinent information, after taking into account the risk of  
361 inaccurate information, bias, and conflict of interest in relying on  
362 an informal interpreter. Once the exigency ends or authorized  
363 language assistance becomes available, all personnel are  
364 expected to revert to the general procedures outlined in this  
365 SOP.

366  
367 ii. Minor children. Employees may not utilize minor children as  
368 informal interpreters, nor may supervisors authorize them to do  
369 so, except in exigent circumstances. The child may be only be  
370 used as an informal interpreter until (1) qualified language  
371 assistance services are obtained in-person or via phone; (2) a  
372 more reliable informal interpreter becomes available; or (3) the  
373 exigency ends, whichever comes first. The officer must  
374 exercise caution in relying upon the accuracy of the child's  
375 communication in light of the circumstances, including the  
376 maturity, lack of training, and uncertain dual language ability of  
377 the child.

378  
379 iii. Domestic violence calls. Even in exigent circumstances,  
380 officers are not permitted nor may supervisors allow the use of  
381 family members, minor children, partners, or acquaintances as  
382 informal interpreters in a domestic violence call unless there is  
383 an immediate life threatening need. In the case of an immediate  
384 life threatening need, a family member, partner, or acquaintance  
385 may only be used as an interpreter until (1) qualified language  
386 assistance services are obtained in-person or via phone; or (2)  
387 the life-threatening emergency subsides, whichever comes first.

388  
389 iv. In any situation in which an informal interpreter is utilized due to  
390 exigent circumstances, the responding officer must secure the  
391 assistance of a Bilingual Officer, Authorized Interpreter, or  
392 telephone interpreter to confirm the accuracy of any information  
393 received through an informal interpreter once the exigency  
394 ends.

395  
396 v. Issuance of written motor vehicle or police ordinance violations.  
397 An officer who personally observes a motor vehicle moving  
398 violation or a police ordinance violation may issue a citation or  
399 violation notice to an LEP individual without providing language  
400 assistance if the officer otherwise ensures: (1) the accuracy of  
401 any oral communication necessary to issue the violation, and (2)  
402 the absence of any circumstances that could call for the officer

403 to warn an individual of a potential danger or might allow the  
404 officer to exercise discretion not to issue the violation. In any  
405 doubtful situation, the officer must secure approval from a  
406 supervisor or provide language assistance. This paragraph  
407 does not apply to motor vehicle or pedestrian stops that are  
408 investigatory in nature, DUI encounters, or accident  
409 investigations.

410  
411 vi. Social communications. Employees are not required to utilize  
412 language assistance in social communications with limited  
413 English proficient individuals. Social communications include  
414 greetings and other limited communication while on patrol or in  
415 community settings that do not involve responding to calls, the  
416 exercise of law enforcement authority, potential criminal activity,  
417 or any other substantive communication.

418 3. Hazleton Police Department personnel encountering LEP individuals,  
419 communicating in an undetermined language, must attempt to identify  
420 the language using a language identification guide.

421 4. Records. Personnel encountering an LEP person in an incident or  
422 contact that is required to be reported in Visual Alert must enter "LEP"  
423 in the summary section of the report, and record the relevant language  
424 and the manner in which language assistance was provided or the  
425 reason it was not provided, including the existence of exigent  
426 circumstances and any use of informal interpreters. In traffic accident  
427 cases, Officers must enter "LEP" in the "Notes" section of the Crash  
428 Information Worksheet and include the same information recorded on  
429 the Visual Alert system as noted above.

#### 430 D. Court Cases

431 1. Officers requiring interpreters for defendants, witnesses, or victims in  
432 any court case, must request interpreters through the Luzerne County  
433 District Attorney's Office. These requests are made on the subpoena  
434 list submitted with the criminal charges.

435 2. Officers requiring interpreters for summary court cases must request  
436 interpreters from the Magisterial District Justice Office. These requests  
437 are made on the subpoena list/remarks section of the citation.  
438

439

#### 440 IV. Interrogations and Complaints

441

442 A. Criminal Interrogations or other formal interviews that may negatively  
443 affect an LEP individual's rights.

444 1. When interrogating LEP suspects, HPD investigators must provide  
445 Miranda Warnings to them in their native language, use translated  
446 Miranda warning forms in available languages, and if the suspect is  
447 illiterate or translated forms are not available in the needed language, the  
448 forms will be read to the suspect or witness in their primary language with  
449 assistance from the interpreter.

450 2. Custodial interrogations and formal interviews of LEP individuals must  
451 be conducted in-language by a Bilingual Officer, who may proceed in  
452 conjunction with another sworn officer; or by another officer with the  
453 assistance of an in-person, professional civilian interpreter authorized by  
454 the Chief of Police.

455 3. HPD investigators must record custodial interrogations and formal  
456 interviews of LEP individuals, including the administration of Miranda  
457 warnings.

458 B. Complaint Procedures for LEP Persons  
459

460 1. Employees must provide any LEP individual who wishes to file a  
461 complaint with the Hazleton Police Department regarding language  
462 access, or the discharge of duties, with translated Department Internal  
463 Affairs Complaint forms in English and the complainant's primary  
464 language in accordance with the department's official Internal Affairs  
465 complaint procedures.  
466

467 2. The investigator assigned to the complaint must provide written notice  
468 of the disposition of any LEP complaint in the complainant's primary  
469 language.  
470

471 3. The department must provide an interpreter for any subsequent hearings  
472 and notify the hearing participants in advance that an interpreter will be  
473 provided.  
474

## 475 VI. Documents

476 A. Employees must provide the documents listed below in Spanish and  
477 English upon request or for use by an LEP Spanish speaking Individual.  
478 These forms include:

- 479 1. Miranda Warnings
- 480 2. Internal Affairs Complaint Forms
- 481 3. Crime Victim's Compensation Form
- 482 4. Domestic Violence Victim Information/Referral Form
- 483 5. Tow Release Forms
- 484 6. Waiver of Search Warrant
- 485
  
- 486 B. Employees must provide sight translations or an interpreter-assisted  
487 explanation when providing other forms to an LEP individual, or when  
488 providing forms listed above to individuals whose primary language is  
489 neither English nor Spanish.
  
- 490 C. The LEP Coordinator must review the Hazleton Police Department's forms  
491 and documents on an annual basis to determine whether additional  
492 documents should be translated into Spanish or frequently-encountered  
493 languages. The next review must be completed within one year.
  
- 494 D. The LEP Coordinator must assess demographic data, review contracted  
495 language access services utilization and LEP incident report data on Visual  
496 Alert or other searchable computer program, and consult with community-  
497 based organizations in making decisions regarding whether it should  
498 translate additional documents.
  
- 499 E. Hazleton Police Department personnel identifying the need for a  
500 document or letter to be translated should contact the Chief of Police or  
501 Division Commander via the chain of command for assistance in  
502 procuring translation.

503

## 504 VII. Public Notification of Hazleton City Police Language Services

- 505 A. Signage
- 506
  
- 507 1. Signage must be posted and maintained at the police reception area,  
508 in Spanish and English, stating that interpreters or bilingual  
509 employees are available free of charge to LEP individuals.  
510
  
- 511 2. This Language Access Policy must be posted conspicuously and  
512 maintained, in English and Spanish, in the police reception area.  
513
  
- 514 3. The procedure to file a complaint against the Hazleton City Police  
515 must be posted at the police reception area in English and Spanish.  
516

- 517 4. All other informational signs and notices must be posted and  
518 maintained in English and Spanish.

519 **VIII. Training**

520 A. Language Access Policy

- 521 1. The Department must initially train all employees on this policy within  
522 120 days.
- 523 2. Newly hired officers must be trained on this policy immediately upon  
524 starting work.
- 525 3. Hazleton Police Department must conduct annual update training for  
526 all employees on this policy.
- 527 4. Trainings must cover, in addition to the provisions of this Language  
528 Access Policy: how the policy supports the Department's mission; how  
529 to identify who is LEP and primary language; record keeping; the  
530 difference between Bilingual Employees, Authorized Interpreters,  
531 informal interpreters, and Translators; and how to work with an  
532 interpreter.
- 533 5. The LEP Coordinator must maintain training records including  
534 attendance and subjects covered.

535 B. Competency of Bilingual Employees, Interpreters, and Translators

- 536 1. The LEP Coordinator must adopt standards within one month to  
537 determine which Hazleton Police Department employees, including  
538 those already providing language assistance, may be designated as  
539 Bilingual Employees, Authorized Interpreters, or Translators utilizing  
540 externally administered, validated testing procedures in accordance  
541 with acceptable industry standards for skills and training.
- 542 2. The LEP Coordinator must adopt standards within two months to  
543 determine what individuals or vendors other than employees may  
544 provide interpreting service in addition to LCDES-provided telephone  
545 interpreters in those situations specified above.

546

547 **IX. Monitoring and Updating Language Assistance Efforts**

- 548 A. The Chief of Police or designee will serve as the LEP coordinator, and  
549 therefore, be responsible to implement and coordinate all aspects of  
550 Hazleton Police Department services to LEP individuals.



- 551 1. The LEP coordinator must review and update this policy semiannually.  
552 The review will include, at a minimum, an analysis of the telephone  
553 interpreter data, department LEP incident data, training records,  
554 complaints, and annually, the latest demographics for the City of  
555 Hazleton. After considering LEP encounters and demographic data,  
556 the LEP coordinator will determine whether forms and signs should be  
557 translated into additional languages.
- 558 2. Personnel encountering LEP individuals speaking languages other  
559 than Spanish must notify the LEP coordinator of the language/nature of  
560 the contact.
- 561 3. The LEP Coordinator must seek community feedback regarding  
562 proposed amendments to this Policy.
- 563 4. The LEP Coordinator must maintain records of the number of Bilingual  
564 Employees, and devise and implement a program to recruit, hire, and  
565 retain additional Spanish speaking Bilingual Employees and  
566 Authorized Interpreters.

**APPENDIX B**

**MINIMUM CERTIFICATION REQUIREMENTS<sup>2</sup>**

<b>Cert Due</b>	<b>Action (Deadline)</b>	<b>Result/Status</b>
<b>6 Months</b>	Language assistance notice Eng/Span posted (2 days)	
	Language complaint procedure Eng/Span posted (2 days)	
	LEP Coordinator name/contact posted (2 days)	
	DOJ discussions underway w Chief re training lesson plan & logistics w dates/venues set (2 weeks)	
	SOP signed & issued (10 days)	
	SOP posted upon issuance	
	SOP posted website (issuance + 2 days)	
	SOP (Spanish) posted on wall & website (issuance + 10 days)	
	Bilingual standards, test provider, and passing score adopted (30 days)	
	Bilingual tests administered and results to DOJ (60 days)	
	Interpreter standards, test provider, and passing score adopted (60 days)	
	Employees are recording LEP data in Visual Alert and Crash Information System (61 days)	
	All employees have completed new LEP/SOP training (120 days)	
	New employees receiving LEP/SOP training immediately upon hire (rolling after DOJ training completed)	
	LEP Coordinator reviews SOP and considers needed changes (6 mos)	
	Data reviewed and any analysis by LEP Coordinator given to DOJ (6 mos)	
	Staffing data reported to DOJ (6 mos)	
	Other language test results reported to DOJ (rolling)	
	Complaints provided to DOJ promptly as received (rolling)	
	Complaint dispositions sent to DOJ as done	

<sup>2</sup> This chart is intended to chronologically summarize the minimum certification requirements required for actions agreed to in the Memorandum of Agreement and the SOP and is not meant to exclude from certification any other actions agreed to in those documents.

<b>Cert Due</b>	<b>Action (Deadline)</b>	<b>Result/Status</b>
	(rolling)	
<b>12 months</b>	6 mos. items not certified as completed @ 6 mos	
	LEP Coordinator reviews SOP and considers needed changes (12 mos)	
	Data reviewed and any analysis by LEP Coordinator, including demographics, given to DOJ (12 mos)	
	Annual translation needs review conducted (12 mos)	
	Staffing data reported to DOJ	
	New employees receiving LEP/SOP training immediately upon hire (rolling)	
	Complaints provided to DOJ as received (rolling)	
	Complaint dispositions provided to DOJ as completed (rolling)	
	[+ add any periodic actions falling due after prior cert and update all rolling requirements]	
<b>+ every 6 mos</b>	(only if actions were not certified as completed @ prior deadline)	
	Prior items not certified as completed @ prior deadline	
	Annual update training completed for 2022	
	[+ add any periodic actions falling due after prior cert and update all rolling requirements]	